

**Federal Aviation Administration (FAA) Academy
Management and Executive Leadership Training
Market Survey Requirements for Instructional Support Services**

FACILITY AND PLACE OF PERFORMANCE:

The principle place of performance for these Instructional Support Services has not been determined at this time. However, the leased facility will be with a 25-mile radius of a city airport identified below, and the principle location of performance will be determined prior to release of the Screening Information Request/Solicitation for Instructional Support Services. The principle location for FAA's management training facility beyond August 2012 will be established in one of the metropolitan areas below:

Name of Airport	Address
Hartsfield-Jackson Atlanta International Airport (ATL)	6000 N Terminal Parkway, Atlanta, GA 30320
Cleveland-Hopkins International Airport (CLE)	5300 Riverside Drive, Cleveland, OH 44135
Denver International Airport (DEN)	8500 Pena Boulevard, Denver, CO 80249
Kansas City International Airport (MCI)	601 Brasilia Avenue, Kansas City, MO 64153
Los Angeles International Airport (LAX)	1 World Way, Los Angeles, CA 90045
General Mitchell International Airport (MKE)	5300 S Howell Avenue, Milwaukee, WI 53207
Orlando International Airport (MCO)	1 Airport Boulevard, Orlando, FL 32827

Note: In conjunction with this market survey, there is a synopsis for a facility lease advertised on FAA Business Opportunities website <https://faaco.faa.gov> and Federal Business Opportunities website <https://www.fbo.gov/>.

BACKGROUND:

The principal mission of FAA management training is to support the FAA's continuing efforts to ensure a safe; more efficiently managed National Airspace System. Toward this end, it provides a quality-learning environment in which managers, executives, and other personnel develop a better understanding of their leadership responsibilities and the skills needed to achieve the agency's operational and organizational goals. There more than 5,300 FAA employees annually attending management training and a range of conferences. In addition to the training program, the facility also works with FAA organizations and other government agencies to develop and conduct customized training.

The FAA management training curricula consist of a range of deliveries from comprehensive training for newly appointed managers to courses focusing on a single subject area. Events vary in length from one (1) to nine (9) days and may be scheduled on a regular basis or offered based on Agency need. Given the range and diversity of FAA's management population, the training curriculum must span basic supervisory training to senior executive management training. In addition to skills in leadership and employee development skills training, the curriculum emphasizes management science and business

management subjects. Over the performance period, conversion to blended or e-Learning is anticipated for some curriculum requirements. Curriculum intermittently requires course updates and maintenance to reflect changing policies, instructional technique changes and incorporation of technological advancements. Changes to management systems and strategic priorities may result in redesign, design or development requirements.

All FAA management training, regardless of delivery medium, must conform to the Congressional guidelines and methodology guidance provided in FAA Standard 028-C. This document is available at https://faaco.faa.gov/attachments/Atch_3_FAA-STD-028C.doc

You will find more information about current operations and courses at the following website link http://www.faa.gov/about/office_org/headquarters_offices/arc/programs/academy/cmcl/

REQUIREMENTS:

The FAA requires an Instructional Services to support a projected workload over the period of performance. The Screening Information Request (SIR)/Solicitation will include the detailed requirements and projected workload representing the estimated instructional service contract requirements. Actual requirements for performance tasks will be issued and funded by contract order. Instructional requirements are provided in a blended learning approach with performance objectives defined to meet the agency competencies. Qualitative and quantitative analysis will be conducted to measure the overall effectiveness and efficiency of the delivered training and reports/products. The instructional service requirements are estimated to be, but not limited to, the following:

A. Performance/Delivery of Services

1. Program Management, Administration and Operational Support:

- ❑ Program management – contract administration, quality control, supervision of contract personnel, operational scheduling of instructors and classrooms, clerical support;
- ❑ Student training registration – monitor enrollments, create rosters, student correspondence, student data reporting, coordination with FAA training managers;
- ❑ Evaluation assessment – collect and evaluate end-of-course data, benchmarking, need assessments, administration of evaluation assessments, analysis and documentation of data;
- ❑ Health awareness and wellness consultation – blood work analysis, general health education, CPR/AED training;
- ❑ Publications – editing and proofreading, graphic design, review of training materials, creation of new training documents, website maintenance;
- ❑ Information technology (IT) – LAN support, hardware and software support, audio-visual support;
- ❑ Library services – oversee library collection, circulation, research and reference services;
- ❑ Logistic services – research and receipt for the procurement of materials and supplies, shipping, printing, mail distribution.

2. Instructional Services:

- ☐ Course update and maintenance – maintain currency of established course content with changes to policy, definitions, and other Agency directives;
- ☐ Instructional or Facilitator delivery – delivery of developed courses, facilitation of conferences or meetings;
- ☐ Instructor development for the maintain currency with Agency's managerial competencies;
- ☐ eLearning course design and delivery.

3. Instructional Design, Development, or Redesign:

- ☐ Development curriculum of new training;
- ☐ Design/redesign of curriculum.

4. Organizational Services:

- ☐ Performance Consulting;
- ☐ Organizational Development Services;
- ☐ Coaching Services;

B. Qualifications

The following qualifications are expected to be represented; however, all positions and qualifications defined herein are not represented in their entirety.

1. Instructor: Qualifications

- ☐ Masters Degree or higher in relevant field
- ☐ Three (3) years or more experience as a manager
- ☐ Demonstrated expertise as a teacher of adult learners using competency-based, learner and-content- centered, interactive methods.
- ☐ Demonstrated commitment to continuing education

2. Instructional Designer: Qualifications

- ☐ Masters degree or higher in instructional systems design, or an equivalent degree field;
- ☐ Three (3) years experience in the knowledge/skill in applying research principles and methods, broad knowledge of one or more scientific fields or interdisciplinary areas related to the education research work being performed.

3. Project manager: Qualifications

- ☐ Masters degree relevant to the management of this effort from an accredited University;
- ☐ Five (5) years experience in the project management and administration of same complexity described herein.

C. Quality Control

The contractor shall design and implement an ongoing development program for instructors and instructional designers as part of the Quality Control Plan. This program will ensure Instructor certification, currency and accuracy required to comply with the standards defined for the Instructional Support defined herein. The contractor's Quality Control Plan will be subject to discussion and FAA approval to ensure:

- ❑ High level of instructional competency;
- ❑ Degree of standardization and consistency required by FAA;
- ❑ Specific expertise in subject matter areas, including credentials, if appropriate;
- ❑ Comply with FAA Standard 028-C.